

TRS COMPLAINT LOG  
Arkansas Deaf and Hearing Impaired Telecommunication Service (ADHITS)  
Reporting Period  
June1, 2001, - May 31, 2002

NO.	DATE OF COMPLAINT	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
1.)	10/5/01	The customer spoke to a supervisor and told her that the CA (and gave her number) was a very bad typist and should not be taking any relay calls.	10/5/01	The supervisor apologized for any inconvenience, and promised to file the complaint and speak with the CA. She also suggested there could have been static or some kind of interference on the line. The supervisor spoke with the CA. She did not recall any typing problems with any customer, and did not even remembering having to repeat anything to customers.
2.)	10/16/01	The customer asked for a supervisor during the call. She had received this relay call, answering "this is ..... GA", so the CA had not given her the first time user explanation. She was upset that the CA had not explained relay to her and did not know why she had to use GA every time. She also said the CA had "raised her voice." She asked that another CA complete the call.	10/16/01	The supervisor discussed the call with the first CA. She said she did not give the explanation because the customer used "GA" when she answered the announcement of the call. She had spoken louder because the party said she could not hear her. She said the called party was trying to interrupt the calling party to get a number, but she had told her she was not able to do that since we cannot type a response until the tty types GA. The supervisor did tell the customer she was sorry for any problems, and did grant her request to provide another CA to complete the call.
3.)	10/24/01	The customer spoke to a supervisor and said she had	10/24/01	The supervisor apologized for any trouble. She did also commit to

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		tried to get in to the center, and the phone had rung for 7 minutes straight with no answer. She was trying to call a deaf friend to warn of bad weather.		check the equipment for any problems. She also advised the customer to hang up and redial if we do not answer in a few minutes. The supervisor did find one piece of equipment that had malfunctioned, and immediately corrected it.
4.)	11/9/01	The customer typed to the CA "Are you a nigger?" She called the supervisor to talk to the customer. Again, the customer typed " My friends don't like to call because niggers work there."	11/9/01	The supervisor advised the customer that this language was not appropriate, and if used in the future the CA could or would hang up. He typed "I will not use relay becuz there are niggers work there." The supervisor disconnected the line, but did not get the full calling number. She advised the CA to let supervisor know if any problems in the future.
5.)	11/18/01	The customer spoke with a supervisor and said he had been having trouble with getting the CA number, and was only receiving "QXWZ45"	11/18/01	The supervisor apologized for the garbling, and she did advise that the relay center message with the CA number printed automatically upon answering. She also advised that excessive background noise on the caller's end could interfere with the message. She said she would talk with the CAs on duty and also check for any equipment problems. She filed the report and investigated for problems, but found no trouble or any CA report of garbled messages.
6.)	11/28/01	The customer spoke to a supervisor to report that a CA had been very rude and dis-	11/28/01	The supervisor filed the report with the manager on the CA (customer had provided her number). The manager

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		ruptive during her call. The CA had told her that she was "blasting her ears off." She did have the CA number to report, and wanted a manager to call her back about this.		met with the CA to discuss the call. The CA said the VCO user was talking loudly. The manager explained that with hearing loss, a speaker is not able to monitor volume in speaking. She also suggested other ways to use headset adjustments to make the loudness acceptable. The manager did call the customer to again apologize and report the meeting with the CA to the customer. She seemed satisfied with the resolution.
7.)	12/12/01	The customer spoke to a supervisor to report that he felt the CA had disconnected him early, and he had never gotten the opportunity to make a subsequent call. He provided the CA number.	12/12/01	The supervisor did apologize for the inconvenience, and filed the report to investigate. She did talk to the CA, who said the indicator that the caller had hung up appeared on her screen, so she did not ask for a subsequent call, but proceeded to release the line.
8.)	2/22/02	The customer called on the Customer Service Line to let us know she had tried 12 times between 4 and 5 on 2/21 and did not get answer and wanted to know why.	2/22/02	The supervisor advised the customer we would investigate the situation and have the ARS Outreach Manager contact her. Looking at the records, we had not been busy during that time period. The center's equipment

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				maintenance contractors were
				called to check out any problems.
				No trouble was found to explain this problem.
9.)	3/8/02	The customer called on the	3/8/02	The supervisor explained that it was
		ARS customer service line		not our policy to just repeatedly read
		to say he was upset that the		the same message for every call.
		CA would not repeat the same		The supervisor did file this report for
		message to every subsequent		the center and told the customer
		call he made.		she would make sure the manage-
				ment team would see it.
10.)	3/9/02	The customer advised the	3/9/02	The supervisor apologized for any
		supervisor that she was not		problems, and did commit to file
		happy with this CA (currently		this report.
		on line). She had given	3/15/02	The CA's manager met to discuss
		instructions that she did not		the call. The CA felt there was
		want to leave a message if		nothing wrong with the way the
		an answering machine was		call had been handled since the
		reached. The CA had typed		instructions were to not leave a
		the answering machine		message, not to give no message.
		message when it was reached,		The manager reviewed with the CA
		and she felt the CA had not		some more appropriate customer
		handled it correctly. She also		service responses as well as discussing
		felt the CA was very defensive		the correct procedure. The complaint
		and did not have the right		was recorded in the CA's file.
		attitude.		
11.)	3/15/02	The customer called on the	3/15/02	The supervisor immediately met with
		ARS customer service line.		the CA to see what had happened.
		She said that at 2 25 PM she		The CA could not remember any
		had received a call from ARS,		calls that got disconnected from
		but 3 times it had repeated		the line or that any call had a
		the announcement and then		problem connecting with her.
		gone blank (disconnected).		
		She asked that we check with		

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		a CA (gave the number) to see what was wrong with the line.		
12.)	4/16/02	The customer called the ARS customer service line to say she had not been able to get in to the center for some time	4/16/02	The supervisor apologized for the trouble, and did file the report with the managers.
		711, and she asked that a manager call her back to let her know what happened.	4/17/02	A manager called the customer to report that the center had been very busy at that time. The supervisor had also found one of the PC's had malfunctioned, and corrected it immediately.
13.)	4/20/02	The customer spoke to a supervisor to report that she got a "busy" on her phone after connecting to the center and felt the CA had hung up on her(provided the number)	4/20/02	The supervisor apologized for the problem, and did promise to file the complaint.
			4/22/02	The CA's manager discussed the call with her. She said she did remember a caller who came in on ASCII, and she could not seem to ever connect with her, so she had released the line.
14.)	4/22/02	The customer called on the ARS customer service line to report she had been unable to get in to the center for some time.	4/22/02	The supervisor said she was sorry for the trouble, but would file a report as well as check for any problems. She immediately did test calls, and found nothing wrong. She did find one PC in the center had a problem, and it was corrected immediately. There were no further reports of any problems.